GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:1689
ANSWERED ON:01.12.2011
CONDUCT OF RAILWAY AND SECURITY OFFICIALS
Kataria Shri Lal Chand

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways propose to prepare any code of conduct to improve the conduct of railways and security officials posted in passenger trains;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI K.H.MUNIYAPPA)

(a) to (c): In matters of conduct, all railway staff, including Railway Protection Force(RPF) Personnel, are governed by the Railway Services (Conduct) Rules, 1966 and the Railway Servants (Discipline & Appeal) Rules, 1968 and the Railway Protection Force Rules, 1987. In addition, ticket checking staff deputed on passenger trains are given 'Duty Rosters' which include provisions relating to tactful and courteous dealing of passengers. Staff are also advised to take prompt action to remove the cause of complaints and render satisfactory assistance to the passengers.